

Newham BID Committee Meeting Minutes

**Venue: GE Capital
Tuesday 1st April 2014, 12.30pm**

Attendees: Melinda Rickett (MR) Peter Beaumont (PB), Russell Dodge (RD); Alison Elvey (AE), Simon Hendra (SH), Nick Skerratt (NS), Alan Treloar (AS), Michael Galligan (MG), Nathaniel Hobbs (NH), Cllr Rob Nolan (RN), Julie Osborne (JO), Lucy Mancner (LM), Zoe Wilkinson (ZW), Terry Spargo (TS).

Apologies: Tim Brookes, Karen & Cameron MacQuarrie, Charles Whitehead, Mark Killingback.

1) Attendance, apologies & introductions.

MR thanked Zoe & Terry at GE Capital for hosting the meeting and providing lunch.

2) Presentation / Q&A by Neil Yates (NY), CDA Solutions regarding CCTV.

NY explained that he was not going to do a sales pitch but would talk about CCTV systems relevant to Newham and answer any questions from the Committee. The two key purposes for CCTV were identified as: 1. A deterrent & 2. Footage to record an incident.

The difference between analogue & digital cameras was explained. Analogue provides low cost CCTV suited to inside a room, however the image quality is lost on external cameras and they can't zoom in and out. Digital technology is always improving with a very high quality images over large areas. IP Access systems (Remote Internet and smart Mobile Phone Access) are continually dropping in price although still quite expensive in comparison.

The BID needs to identify what they're trying to achieve. The scope will determine how many cameras are required. A specific budget should be identified and then the quality and coverage within the specific spend maximised or a scope developed and costed.

If the scope identified the requirement for digital cameras it needs to identify where the recorders are and who will be able to access the data. Could provide a Newham central recording system with no physical link. Using a company's broadband system, or by providing Newham with its own Wi-Fi. The recordings could be put into a cloud base but this is relatively new and there are still issues around accessing the data, so it's recommended to have a physical base.

A digital based IP Access System provides remote access to it to review footage regardless of where a person is or the footage. There could be a user identity for every business or a password with specific links to it – so those with access can view recordings.

Defining the scope is critical to moving the concept forward and identifying how the businesses will contribute; which buildings can be used; if businesses are willing to allow their use of broadband etc.

In addition the cameras could provide a webcam for Newham as an attraction to people visiting.

AE asked about linking into other systems, it was confirmed this is possible. She also asked about data protection and the problems if lots of people had access to the data. NY replied that as long as there was a robust Data Protection Strategy in place any issues would be covered.

ANPR was highlighted for one camera at the start of Newham and NY recommended that as the ANPR camera only focused on number plates it was best to place an additional camera next to it. It's approximately £2,500 for an ANPR camera. The ANPR cameras are very specific as they're set up to ensure the field of vision captures the image of the number plate.

Committee members highlighted the need to avoid duplication and the necessity to identify the building to put the infrastructure into it for monitoring & recording. Lighting should not be a problem for getting clear images as infra red cameras are of such a high quality now.

3) CCTV discussion / proposal – Committee requested to decide on CCTV options for Newham.

A discussion followed regarding the CCTV proposal AE circulated. The areas highlighted for cameras by the committee are: the walk along the river, turning circle, entrance to Newham, each end of the cycle pathway (Gas Hill & Lighterage Hill), the major roads.

AT said he'd support a camera by the riverside walk along the river. PB supported the idea of Newham having its own Wi-Fi to support CCTV. RD explained that it could help insurance for certain businesses and PB confirmed it is taken into account.

NH stated that he was not convinced that CCTV was the way to address the issues highlighted by Newham businesses, for example people drinking on the riverside path which causes nuisance noise disturbance to businesses and staff intimidation; staff feeling unsafe walking to and from work, especially when dark. He felt the issues could be addressed through the development of a crime reduction policy / public security works incorporating improved lighting & pathways as well as better reporting to the police. He felt the current crime figures do not justify the spending on CCTV. However as it's included in the BID proposal and part of the BID mandate it has to go forward.

PB asked that the scope for the CCTV be presented to the next committee meeting. Scope will include infrastructure, vulnerable areas, ABNPR & others.

It was agreed that the CCTV did not need to be monitored 24 hours a day and connected to the Truro system as the crime rates weren't that high.

ACTION: AE & NY to work together on a CCTV scope for the next committee meeting. AE to start to put together a Crime Reduction Project with a public realm landscape designer. AE to chase for an update on the cycle path improvements. AE to look into a Newham base Wi-Fi system.

4) Minutes of last meeting, matters arising and outstanding actions **a. Addition of Actions from Sarah Newton MP's meeting**

The minutes of the last meeting were approved as a true record. AE went through the matters arising.

Matters arising

AE has asked Josyanne to amend the Totally Truro Operating Agreement to encompass the Newham (still in progress due to negotiation with the Council over the services required)

MG to provide information on works for BID website – no longer relevant

AE to contact those Committee members who hadn't signed up to the new committee - complete

AE to contact new members - complete

PB & MR to confirm the bank documents have been submitted - everything has been submitted – still waiting for documents to be approved.

AE to contact MG regarding the SWW Energy Manager for advice he could pass on to the BID - completed – MG to pass on info.

AE to investigate how other industrial parks are signposted – on going

AE to investigate funding for signage project. Will complete when signage proposal ready.

AE to start looking at the state of the other roads, maintenance of the roads and possible resurfacing - on going.

AE to investigate CCTV options and security patrols for the next Committee meeting - complete

AE to post slide show of development proposal on the Newham BID website - complete

AE to circulate signage consultation information to BID members - complete

AE to chase Peter Tatlow regarding speed monitors - first set of speed monitoring complete, second to be confirmed.

AE to encourage operating vehicles to report accidents to the police - complete / ongoing

AE to encourage all users to write to the Council regarding the state of the road including the bus companies – in progress

AE to approach possible new harbour tenant to discuss car parking - complete

AE to contact Cory over the recycling collection times - complete

MK to put AE in contact with CCTV company so AE can invite them to the next meeting - complete.

AE to contact Roger Gazard - complete

AE to talk to Neil Scott about having a shopwatch radio & AE to catch up with Phil Eaton – not relevant for AE to have a radio as Part time and also alerted to incidents by BID members such as Mark Killingback.

In addition the actions from the Sarah Newton MP meeting on the 31st January were highlighted at the meeting:

SN is a great supporter of BID's and there were three ways she could assist the BID:

- As an advocate if the BID was pursuing an issue with Cornwall Council but not getting anywhere as well as act as an advocate between different parties e.g. Truro City Council & SWW;
- Provide support at government level – where there are policies which are helping BID's and pressurising the Council to follow central Government guidance (AE explained that central government would be allowing local councils to keep any increase in rates direct. Rate increases can be generated through economic growth and so it makes sense for local authorities to support the business communities and stimulate growth. This can only help Newham);
- Support the BID through PR opportunities.

Actions from the meeting were: Newham BID & SN to work together on joint PR opportunities when appropriate; SN to chair a meeting, when appropriate, regarding the road development at Newham; SN to write to Superfast Broadband concerning the lack of superfast at Newham (this is complete and MR confirmed such letters do make a difference), Newham BID to contact SN if it requires assistance with an Economic Survey of Newham.

5) Signage project – Committee asked to decide on the name for Newham & sign off feasibility study for the next stage.

Only a brief update was given on the Signage feasibility as this agenda item has been delayed until the next committee meeting, due to limited available time at the meeting and the fact that the next stage was to meet with Council Officers regarding the scheme. Committee members had received copies of the Feasibility Study. The signage feasibility report was circulated, but currently, due to highways regulations, the only signs that can be put on Newham Road are official Highways signs. The next step is to meet with the Council to see if there is any flexibility on these rules, as with only Highways signs on Newham Road, the impact of the project will be greatly reduced.

LM asked about putting signs on private land if that would make a difference. AE responded that she'd been advised that all signs require planning and as part of the process Highways are consulted on the scheme, and, at the moment, they would not approve the proposed signs whether they are on private land or not.

RD confirmed Newham needed an organised professional scheme and that the Cinderella project should have delivered this years ago. He said the sign on the Tesco roundabout wasn't great as it said Newham Ind Est. He suggested Peter Tatlow should be asked to the committee meeting.

AE stated that Peter Tatlow had been very helpful on the signage sub-committee and that the rules are the rules. The next stage was to meet with the Council.

AT confirmed this and asked Committee members to send in examples of other industrial estates with signage that could help Newham's case.

Action: AT & AE to meet with Cornwall Council to discuss signage.

6) Income and expenditure update

AE circulated a financial update for the Committee. £12,839.89 has been committed or spent including AE's salary and expenses (including stationary and telephone), £2,990 for the Signage Feasibility Study, £2,794 towards the Pilot Bus service (this has been reduced as stopped early and nothing has been invoiced to date), £706 for marketing (printed & e-newsletters) and £ 353.43 for Levy collection fees.

Newham BID has received £30,000 + VAT into its bank account, and after salary and marketing / bus PR costs, the balance to date is £ 21,930.32.

NH asked where the voluntary contributions were coming from for the BID. AE replied that hopefully from grants or other businesses but there weren't any at the moment. NH suggested approaching Tescos for some funding regarding signage, CCTV & Lighting especially now as we were sorting out the drains that splashed their customers as they walked into town.

Action: AE to approach Tescos at the appropriate time to discuss funding.

7) Newham BID 5 year delivery plan

This item was delayed until the next Committee meeting.

8) Project updates

a. Signage

As above

The final report of the Signage feasibility was circulated prior to the Committee and the Committee will be required at the next meeting to sign off the feasibility study & decide on the name for Newham to be carried forward into the next Phase, once AE & AT have met Cornwall Council.

Action: AE to circulate a survey asking businesses to choose a name for Newham

b. Road, parking restrictions & speed

Parking Restrictions

Cornwall Council have been repainting some of the faded yellow lines and preparing for the new yellow lines. The consultation for the new yellow lines for Lighterage Hill, Heron Way & the road to Macsalvers received 12 for and two against and we're waiting to hear confirmation that this will go through. Highways are proposing to consult on putting yellow lines at the turning circle which, amongst other things, will help them move on travellers in the future. This may hold up the painting of lines from the recent consultation but will be more cost effective it to it this way.

Speed monitoring

A first round of speed monitoring has taken place (report enclosed). The radar speed recorder was placed outside HSBC. The percentage of vehicles travelling over 40 mph Northbound was 1% (133) and Southbound 2.4% (693). These figures are thought of as a low priority for Highways, however this is not an insignificant amount of cars speeding along Newham Road.

In discussion with businesses at the entrance to Newham Road, and in order to discount the cars turning off to Morlaix Avenue, a second radar speed recorder will be installed further along Newham Road to monitor the traffic speeds of cars coming onto Newham. The results will be available soon.

Action: AE to chase Peter Tatlow regarding the next stage of the speed monitoring.

Road improvement

We are waiting for Cornwall Council to publish their feasibility into the road scheme at the end of March 2014. AE has chased Cornwall Council (CC) who have responded advising the scheme has been delayed and they will provide an update with the new timescales in the next couple of weeks.

Pot Holes on Higher Newham lane

Businesses on Higher Newham lane have approached the Newham BID Manager concerning the pot holes and the state of the road. This is highlighted by many businesses on Higher Newham Lane as a priority over and above the other projects being pursued by the BID. (Note: The pothole problem is accentuated by the parking issues on Higher Newham Lane which is also a priority).

Eleven businesses have been contacted for quotes for the road improvements and three have come back with quotes. I hope to contact the owner of the road prior to the BID Committee meeting and then make a proposal to the BID Committee to assist to fund the repair. Note: This proposal was delayed due to the late submission of quotes. This will be discussed at the next meeting.

RD asked about the state of potholes on Heron Way and AE replied it had been discussed with Peter Tatlow but she would chase.

JO asked about the progress on the pot holes on Higher Newham lane and it was explained that as Higher Newham Lane is a private road any repairs will not be covered by Highways and so there is a cost associated with the repair. Therefore any improvements to Higher Newham Lane would therefore need to be discussed and agreed by the committee.

**Action: AE to chase Peter Tatlow regarding the potholes on Heron Way.
AE to put together the proposal for Higher Newham Lane.**

Car parking and transport

The Port of Truro is looking into the feasibility of providing some parking spaces for Newham businesses on their site. This could assist the relocation of cars which will be displaced due to new parking restrictions (if approved). This is ongoing. Two other locations in Newham for parking on private land have been identified and are currently being explored.

Bus Service

The first ever bus service was launched to and from Newham from Monday 27th January 2014. Banners were displayed at the entrance to Newham, leaflets with the bus timetable dropped to every business, an article published in the West Briton and regular e-mail updates circulated to businesses.

In response to Newham workers the timetable was revised on the 17th February 2014 to include better morning services. However on 24th February Fal River Buses contacted AE to state that they were pulling out of the delivery of bus services but hoped to keep the Newham Bus Pilot running. The service continued but with some missed services, due to the availability of bus drivers. However the numbers of passengers remained low – between 1 – 3 passengers per bus and nowhere near commercial viability.

Due to the withdrawal from bus services by Fal River Buses it was not deemed appropriate to step up advertising for the bus service and spend further funds, as even if the passenger numbers grew, there was not a guaranteed service at the end of the Pilot. It was therefore announced that the Newham Pilot Bus Service would cease on the 21st March 2014.

Alternatives currently being looked at are:

- Shared taxi scheme;
- Car sharing;
- Work on the cycle paths.

MR proposed re-approaching First buses. AE said getting an agreement was very difficult but she was happy to keep trying. PB asked why First were being so difficult? Cllr RN confirmed that they are always hard to get hold of. AE explained Falmouth had had a meeting with all public transport providers and Neil Scott had discussed doing something similar for Truro with AE.

**Action: AE agreed to contact First again regarding a regular bus service.
AE to chase NS to look at public transport meeting.**

d. Maintenance & cleanliness – committee asked to agree phasing

It is proposed that this project is split into the following Phases:

Phase 1: the maintenance of verges, hedges etc (along the areas in red on the enclosed map) are commissioned and any major areas in other ownership contribute or undertake work themselves (mainly the port). This will be a 6 month programme to cover May to October 2014.

Phase 2: Once the area begins to look better, further pressure is put private landowners to maintain their areas or join this phase of the Newham BID scheme – Further tendering for extended maintenance.

Phase 3: Planting programme proposed and tendered for to improve the look of Newham.

It's hoped a tender document can be developed in the next couple of months to engage a contractor for Phase 1 of this work if approved by the committee.

Some businesses have asked for a regular recycling collection at Newham, AE contacted Cory and this can be provided to meet the business needs.

RD supported the maintenance contract and would like the area around his office included if it reduces the cost to his business. He agreed that the roadway up to the port is so bad it should be maintained and asked who the owner of the land opposite the port was?

NH commented that surely as most of the businesses did not go further than Lighterage Hill the BID should not pay for maintenance beyond this area.

MR said it would help the profile of the BID if those working in the area were given yellow vests with Newham BID printed on them. The state of the harbour area should be raised by those on the Harbour Board.

PB asked about the path down by the river and asked if it would be covered by the Council. AE answered that she had been advised that Truro City Council would be keeping the path up to HSBC tidy as part of their Britain in Bloom Bid and they also maintain the grass opposite HSBC and up by the old railway track at the bottom of Gas Hill.

RD asked that litter collections were undertaken before any maintenance so we didn't end up with chopped up litter all over the place.

Action: It was agreed that AE would put together a tender for the maintenance contract of the proposed areas on the map circulated as identified in Phase 1. Private sector businesses would be given the option to opt into the tender. AE to identify the owner of the land opposite the port.

CCTV Technology & Crime

As above. A survey of businesses was undertaken with 16 respondents – please see enclosed crime prevention proposal for discussion at the committee.

e. Other

Homeless & Community Agencies

The Newham BID manager is still to meet with St Petrocs to discuss the homeless issues near Newham.

Travellers visit

Travellers moved onto Newham turning circle on 28th February 2014. AE was alerted by Mark Killingback on the 3rd March and lobbied Councillors, Council officers and the Police. With the support of everyone involved the travellers were evicted on Friday 7th March for the following reason given by the Chair of the Unauthorised Encampment Group, Terry Grove-White, Assistant Head of Planning, Housing & Regeneration: "Due to concerns about safe movement of traffic and the risk to the child on the site the Council gave notice yesterday to the group to quit by today. The police on that basis will be using their powers to seek that eviction later today". The police have advised its unlikely the travellers will return and if they do, they should be evicted for the same reasons.

RD asked why they'd acted so quickly and AE explained she thought it was due to a photo she sent to the council showing the proximity of the travellers caravans to the road. PB thanked AE & Cllr RN for acting so quickly regarding the travellers.

In addition....

AE continues to lobby superfast for the fast instruction of superfast broadband to Newham the latest response is as follows: "We have confirmed that there is still a significant amount of infrastructure planning and build required to complete the coverage of Newham, and the minimum time for this type of work is of the order of at least several months. We are unable to commit to any timescale other than that we aim to get this done by the end of 2014."

AE is currently developing a website tender to develop a website to promote businesses in Newham.

6) AOB

MR raised the issue of a letter submitted by Truro & District Boat owners who were asking for a discount on their rates in line with their current rates reduction. MR referred back to discussions prior to the BID vote where the committee decided that all of those located in the BID area and of the relevant size should pay as outlined in the BID rules. The Committee reiterated that the BID is a defined process and is binding on all organisations once the vote has occurred and the committee does not feel it is appropriate to consider appeals for the levy to be waived.

AE informed the committee she is currently working as a consultant to Robinson, Reed & Layton accountants who are based at Newham.

7) Date & time of next meeting

Committee members supported the lunchtime timing of the meetings. **The next meeting will be at 12.30 until 14.00 on Tuesday 6th May at GE Capital.**

ACTIONS

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